CatholicCare NT Role Description

Position Title	Financial Wellbeing Case Worker (experienced)
Position Number	CC2672
Salary	Base Salary SCHADS Grade 4 Plus superannuation guarantee, 17.5% leave loading and salary packaging option
EFT	Full time 38 Hours per week Monday to Friday 8:30am – 5:00pm
Location	Tiwi Islands (Wurrumiyanga)
Completion	Ongoing (subject to funding)
Last Reviewed	OCT 2026

1. Program Description

CCNT provides integrated Financial Counselling, Capability and Resilience hubs throughout the NT. Our model is led by a team of FWC workers that comprise of Financial Counsellors, and FWC Case workers, who contribute to improved outcomes for vulnerable people, families, and communities by:

- Helping people address immediate needs in times of financial crisis
- Improving financial capability by helping people in personal financial difficulty to make informed choices to address their financial problems and by fostering the improved use and management of money
- Assisting individuals, families, and communities to navigate life transitions and/or financial stress or crisis which may negatively impact on their wellbeing
- Improving financial resilience and pathways to mainstream financial services by providing access to savings and safe affordable credit products
- Identifying effective methods of recognising families at risk of homelessness and providing early assistance to prevent family homelessness occurring, and
- Implementing research and evaluation activities to contribute to programme and service improvement.

2. Purpose of the Position

The Case Worker is responsible for assisting individuals, families and communities who are struggling with financial literacy issues and concerns in order for the program to meet its objectives. This position has a particular focus on working alongside clients to address the issues creating financial hardship and work collaboratively with other key stakeholders to remove obstacles to financial wellbeing and capability. This includes financial literacy education, information, coaching, and maintaining a strong focus on supporting people to change their behaviour and “learn by doing”.

Financial Wellbeing Case Workers work closely with the Financial Counsellors.

3. Organisational Relationships

Works under general direction and reports to the designated supervisor as per the CCNT organisational chart.

Supervises other staff and/or works in a specialised field.

4. SCHADS Grade 4 Characteristics

- Work under general direction in functions that require the application of skills and knowledge appropriate to the work. Generally, guidelines and work procedures are established.
- Application of knowledge and skills, gained through qualifications and/or previous experience in a discipline.
- Contribute knowledge in establishing procedures in the appropriate work-related field.
- May be required to supervise various functions within a work area or activities of a complex nature.
- May involve a range of work functions, which could contain a substantial component of supervision.
- May be required to provide specialist expertise or advice in their relevant discipline.
- Requires a sound knowledge of program, activity, operational policy or service aspects of the work performed with a function or a number of work areas.
- Require skills in managing time, setting priorities, planning and organising their own work and that of lower classified staff and/or volunteers where supervision is a component of the position, to achieve specific objectives.
- Expected to set outcomes and further develop work methods where general work procedures are not defined.

5. Key Responsibilities and Performance Standards

5.1 Assisting vulnerable individuals, families, and communities to navigate life transitions and financial stress or crisis, which may negatively impact on their wellbeing by:

- accepting and processing referrals
- working with clients to identify immediate needs by assisting people to make informed choices to address their financial problems
- developing strategies to address challenges to achieving social and emotional wellbeing by improving financial resilience and pathways to mainstream financial services
- developing case plans which identify short, medium, and long-term case management goals
- regularly reviewing case plans to ensure relevance and record outcomes
- helping people address immediate needs in times of financial crisis

5.2 Provide community education and information, which will increase knowledge and skills in financial literacy and financial management by:

- designing and implementing community education sessions
- identify effective methods of recognising families at risk of homelessness and providing early assistance to prevent family homelessness occurring

- developing accessible resources which will enhance community members knowledge and skills about financial issues such as budgets, banking, loans, debt management
- engaging other services and collaborate with education sessions to enhance wellbeing such as clinic staff, AOD services, housing services, employment agencies
- responding to requests to attend meetings, community events which share the purpose of addressing barriers to social and emotional wellbeing and promote resilience
- supporting individuals and families to navigate financial crises and build financial wellbeing, capability, and resilience for vulnerable people and those most at risk of financial and social exclusion and disadvantage

5.3 Participating in networking and collaboration activities, which assist in developing a support plan to address all challenges within the client's context by:

- attending and contributing to relevant networks
- advocating where necessary on behalf or with the client
- completing referrals to services which will assist with meeting case plan goals
- fostering collaborative relationships with key stakeholders and services in relevant areas
- maintaining professional relationships with all clients, stakeholders and CatholicCare NT staff

5.4 Participate in Supervision and Evaluation activities by:

- entering accurate data and case notes in line with program requirements
- providing reports and feedback as requested
- actively participating in evaluation activities
- attending supervision to reflect and review case management practices as per CatholicCare NT policy

5.5 Safeguarding Children

Our organisation takes child protection seriously, and as an employee/volunteer of CatholicCare NT, you are required to meet the behaviour standards outlined in our Safeguarding Children and Young People Policy (ORG/SP/P030). You will have received a copy of this policy as part of your induction. You can also access a copy of this policy via the Intranet.

All staff are to provide a service in line with our safeguarding children policies and procedures and are required to report any concerns of abuse and neglect toward children and young people to the relevant authorities as per policy and procedure. Any criminal charges or convictions received during the course of employment/ volunteering that may indicate a possible risk to children and young people must be reported to the relevant Line Manager within forty eight (48) hours.

6. Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties of the Case Worker position and must demonstrate the following personal attributes:

- Compassion, empathy, sense of justice and tolerance
- Demonstrated organisational fit with ability to work within a culture and values framework
- Team player with ability to work with others in a spirit of trust, respect, reflection and accountability

- Adaptable with resilience to work in difficult situations and willingness to work beyond the role description when required
- Ability to represent CCNT in a culturally appropriate and professional manner at all times

7. Work Conditions

In this role, you will regularly work with participants who have experienced or are currently experiencing domestic and family violence, child abuse, other forms of violence and threats of harm. The work can include hearing distressing disclosures, managing safety concerns and working within mandatory reporting frameworks.

The Case Worker position is located in an open area office, however the role requires remote outreach work and after hours work as approved by the direct line supervisor which is balanced by equivalent time off through the week, so that the total hours per fortnight does not exceed the normal 76 hours. This position may require travel to remote communities, travel in light aircrafts, and stays in basic accommodation. The position forms part of the integrated service model of programs currently being delivered in Wurrumiyanga.

8. Selection Criteria

1) Prerequisites
   I. relevant four-year degree with one year's relevant experience.
   II. three-year degree with two years of relevant experience.
   III. associate diploma with relevant experience.
   IV. lesser formal qualifications with substantial years of relevant experience; or
   V. attained through previous appointments, service and/or study, an equivalent level of expertise and experience to undertake a range of activities.

   Workers, who have formal qualifications in a diploma or above relevant to the Community Services Sector, will need to complete the financial literacy education unit's details below:
   - CHCFLE301A - work with clients needing a financial literacy education;
   - CHCFLE302A - educate clients in fundamental financial literacy skills, and
   - CHCFLE303A – educate clients to understand debt and consumer credit.
2) Relevant experience in case management within vulnerable communities
3) Strong interpersonal and communication skills including the ability to engage with vulnerable people with complex challenges.
4) Demonstrated cultural competency, particularly in working with Indigenous people
5) Previous experience with working and living in remote communities and demonstrated knowledge of community development principals and engagement techniques.
6) High level of written and computer skills including Word Documents, email, and electronic database.

9. Special Conditions

1. Must be an Australian Citizen or have unlimited work rights within Australia.
2. This position is subject to a satisfactory criminal history check that must demonstrate that you have not had inappropriate dealings with children, or been charged or convicted of a domestic violence offence.
3. Valid NT Drivers Licence and Ochre Card.
4. This position requires you to apply for a Working with Children Clearance/Ochre Card prior to your employment commencement date and send us receipt of payment. This will be at your own cost.
5. If you have resided in an overseas country for 12 months or more in the past 10 years, this position requires you to complete an International Criminal History check (ICHC) prior to you employment commencement date. The outcome of the initial screening check must be satisfactory.
6. This position is classified as an essential worker position..
7. Six-month probation period.
8. Non-smoking working environment.
9. The contact details of at least two referees are required.
10. Evidence of qualification attainment will be required.
11. Aboriginal people are strongly encouraged to apply.